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Purpose of this Document

This document summarises basic information about Serendipity Health Care Ltd for users of our service, people who are considering using our service, and the friends, relatives, carers and representatives of users and potential users.

Provider's name and legal status: Serendipity Healthcare Ltd

CQC provider ID: 1-101646317

Legal Status: Organisation

Provider's address, including for service of notices and other documents:

Unit 5 Millennium Way,
Dunston,
Chesterfield,
Derbyshire,
S41 8ND

Business telephone: 01246 260843

Electronic mail (email): care@serendipityhealthcare.co.uk

Serendipity Healthcare' Ltd.'s aims and objectives

Aim

Serendipity Healthcare Ltd aims to be the premier domiciliary care provider in Derbyshire, South Yorkshire and its surrounding areas by providing the highest quality personalised care and support to people in their own homes. The service aims to exceed the standards expected and required; be delivered at times that are convenient to, and agreed with, the service user and in a way that best meets their individual needs while maintaining their rights and individuality.

Serendipity Healthcare Ltd aim must always be to promote a way of life for service users which permits them to enjoy, to the greatest possible extent, their rights as individual human beings. The following rights are fundamental to our agency's work.

Objectives

Serendipity Healthcare Ltd.'s main objectives to deliver this aim are:


1. To focus on service users and their outcomes

We will provide personal care and support for service users which promote their active participation, focus on independence, and support them to meet their own desired outcomes. This will be reviewed through on-going assessment and feedback from those individuals at the centre of the service.

2. To meet assessed needs

Before we provide services, we will ensure that a potential service user's needs and preferences are thoroughly assessed through use of a standardised system. We will provide a service that meets the assessed needs of each service user, that needs are re-assessed as frequently as necessary, and that the care and support provided have the flexibility to respond to changing needs or requirements. Where an assessed need is identified as not being met, we will actively look to improve and develop the way that service is assessed and delivered.

3. To work for the comprehensive welfare of our service users

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We will provide for each service user a package of care that contributes to his or her overall personal and healthcare needs and well-being, and which follows their individual preferences. We will co-operate fully with other relevant individuals, services and professionals to help to maximise each service user's independence and ensure as fully as possible the services user's maximum participation in their community.

4. To provide services of the highest quality

We will commit whole-heartedly to providing services of the highest quality and to the continuous improvement in the management, planning, and level of the care we offer.

5. To employ a quality workforce

Standards for our managers and staff are based on the national occupational standards for the care industry set by Skills for Care.

We will ensure that our Social Care Workers follow their Codes of Practice through thorough supervision, support and training; and that The Company follows the Codes of Practice for employers of Social Care Workers through on-going review and renewal of our policies and procedures.

6. To ensure that we are fit for our purpose

We examine our operations constantly to ensure that we are successfully achieving our stated aims and objectives. We welcome feedback from our service users and their friends and relatives, and use this to actively look to improve the service we deliver.

7. To be open, honest and candid

We will promote a culture that encourages candour, openness and honesty at all levels. We will take immediate action to remedy any identified failures to meet our own high standards in an open and transparent manner, accepting when we may be at fault and clearly demonstrating our actions as a result.

1. Privacy

An individual's right to privacy involves being free from intrusion or unwelcome attention. We aim to maximise our service users' privacy in the following ways.

Objectives

Serendipity Healthcare Ltd.'s main objectives in maintaining and maximising this right are:

a. To seek consent when accessing homes

Staff will enter a service user's property, and rooms within the property, only with the express consent of the service user or their chosen representative.

b. To not impose on personal lives


We will promote understanding that a service user has the right not to have to interact with, or be interrupted by, a worker when they are taking part in intimate or personal aspects of their own life. For example, when entertaining a visitor or engaged in an intimate activity on their own account.

c. To respect personal belongings

We will respect the fact that a service user's possessions are private and always act in accordance with the principle that our workers are guests.

d. To be sensitive to privacy when in the individual's home

We will respect a service user's right to make telephone calls and carry on conversations without being overheard or observed by a worker.

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e. To maintain the security of personal documentation

We will ensure that records of the service provided are seen only by those with a legitimate need to know the information they contain.

2. Dignity

The right to dignity involves recognising the intrinsic value of people as individuals and the specific nature of each person's particular needs.

Serendipity Healthcare Ltd.'s main objectives in maintaining and maximising this right are:

a. To respect choices in who supports the service user

We will arrange for service users who require assistance with intimate tasks such as dressing, bathing and toileting to be helped, as far as possible, by the care worker of their own choice and, where desired, of the sex of their choice.

b. To seek consent for any intimate activity

We will ask for the consent of the service user before undertaking any care or treatment and ensure that they understand and know how to change decisions about things that have been previously agreed. Where this is not possible due to incapacity to give consent, we will always deliver care in an individual's best interests.

c. To offer the appropriate level of support with personal appearance

We will ensure, where asked, that service users receive the necessary assistance with dressing and the maintaining their clothes, and provide help for service users with make-up, manicure, hairdressing and other elements of their appearance so that they can present themselves as they would wish.

d. To minimise negative feelings

We will minimise any feelings of inadequacy, inferiority and vulnerability which service users' may have arising from disability or illness by promoting a culture of positivity and enablement.

e. To respect and promote individuality

We will treat service users with the sort of respect which reinforces personhood and individual characteristics, addressing them and introducing them to others in their preferred style, responding to specific cultural demands and requirements, and aiming to maintain relationships which are warm and trusting whilst appropriate to the relationship of worker to service user.

3. Independence

Independence means having opportunities to think, plan, act and take sensibly calculated risks without continual reference to others.


Serendipity Healthcare Ltd.'s main objectives in maintaining and maximising this right are:

a. To support in ways that promote independence

We will help service users to manage for themselves where possible, rather than becoming totally dependent on care workers and others.

b. To encourage independence

We will encourage service users to take as much responsibility as possible for their own healthcare, well-being and medication.

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c. To involve service users in the planning of their care

We will involve service users and their chosen representatives fully in planning their own care, devising and implementing their care plans and managing the records of care.

d. To maintain a continuous service

We will work with carers, relatives and friends of service users to provide as continuous a service as is feasible.

e. To foster attitudes that focus on capabilities

We aim to create a climate in the delivery of care and to foster attitudes in those around a service user, which focus on capacities rather than on disabilities.

4. Security

In providing services to people with disabilities, there is a difficult balance to be struck between helping them to experience as much independence as possible and making sure that they are not exposed to unnecessary hazards. Taking care for the security of service users therefore means helping to provide an environment and support structure, which offers sensible protection from danger and comfort and readily available assistance when required. This should not be interpreted as a demand for a totally safe or risk-free lifestyle; taking reasonable risks can be interesting, exciting and fun, as well as necessary.

Objectives

Serendipity Healthcare Ltd.'s main objectives in maintaining and maximising this right are:

a. To support individuals to take appropriate risks

We will try to make sure that help is tactfully at hand when a service user needs or wishes to engage in any activity which places them in situations of substantial risk.

b. To assess environments and reduce risks

We hope to help to create a physical environment which is free from unnecessary sources of danger to vulnerable people or their property. We will always carry out thorough risk assessments in relation to premises, equipment and the activities of the service user who is being helped.

c. To give advice and guidance on risks

We will advise service users about situations or activities in which their disability, situation or illness is likely to put them or their property at risk.

d. To recruit and train qualified staff


The staff of our agency are well selected, trained and briefed to provide services responsibly, professionally and with compassion and never to exploit their positions to abuse a service user.

5. Civil rights

Britain subscribes to the legislation set out in the European Convention on Human Rights which governs civil liberties, civil rights and human rights. When it comes to discrimination on the grounds of protected characteristics, the basic civil rights law is that discrimination will not be permitted. Discrimination in Britain will have legal consequences for those who practice it.

Serendipity Healthcare Ltd.'s main objectives in maintaining and maximising this right are:

a. To support a service user's right to take participate elections

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If service users wish to participate in elections, we will try to access the necessary information and either provide or obtain any assistance which they need to vote.

b. To support service users to access public services

We will help our service users to make use of as wide a range as possible of public services, such as libraries, education and transport, to the fullest of our capabilities. We will also encourage our service users to make full use of health services in all ways appropriate to their medical, nursing and therapeutic needs.

c. To enable and support individuals to give feedback

We will provide easy access for our service users and their friends, relatives and representatives to complain about, compliment or give feedback on our services.

d. To support service users to access their communities

If we can, we will support our service users in their participating as fully and diversely as they wish in the activities of their communities through voluntary work, religious observance, involvement in associations and charitable giving.

6. Choice

Choice consists of the opportunity to select independently from a range of options given enough information to make that choice.

Serendipity Healthcare Ltd.'s main objectives in maintaining and maximising this right are:

1. To provide a flexible service

We will avoid a pattern of service delivery which leads to compulsory timings for activities like getting up and going to bed.

2. To provide a service that respects individual preferences

We will manage and schedule our services so as to respond as far as possible to service users' preferences as regards the staff with whom they feel most comfortable. We will also respect service users' eccentricities, personal preferences and idiosyncrasies.

3. To embrace diversity


We hope to cultivate an atmosphere and ethos in our service delivery which welcomes and responds to cultural diversity.

4. To encourage and inform on available choices

We will encourage service users to exercise informed choice in their selection of the organisation and individuals who provide them with assistance.

7. Fulfilment

Fulfilment has been defined as the opportunity to realise personal aspirations and abilities. It recognises and responds to levels of human satisfaction separate from the physical and material, but it is difficult to generalise about fulfilment since it deals with precisely those areas of lifestyle where individuals differ from each other.

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Objectives

Serendipity Healthcare Ltd.'s main objectives in maintaining and maximising this right are:

b. To support and enable access to activities

We will try to help service users to participate in as broad a range of social and cultural activities as possible.

c. To support and enable access to meet spiritual needs or minority interests

If requested, we will try to assist a service user to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals. We will also make particular efforts to understand and respond to the wish of any service user to participate in minority-interest events or activities.

d. To be sensitive and responsive when service users are at the end of their life

We will respond sensitively and appropriately to the special needs and wishes of service users who wish to prepare for, or are close to death. We will also do everything possible to help a service user who wants to achieve an unfulfilled task, wish or ambition before the end of their life.

8. Diversity

Britain's social care services are used by people from a diverse ethnic and cultural background. Services therefore need to be accessible. We need to make particular efforts to reach out to vulnerable people who might have been deterred from approaching agencies which appear not to relate to their special needs and aspirations, and to demonstrate that we welcome and celebrate the wide range of people in the community generally and among the users of services in particular.

Serendipity Healthcare Ltd.'s main objectives in maintaining and maximising this right are:

a. To use positive communication

We will positively communicate to our service users, staff, and the wider community that diverse backgrounds enhance the life of the community.

b. To respect diversity in all its forms


We will respect the ethnic, cultural and religious practices of service users and their families and friends, and accommodate individual differences without censure.

c. To act against and form of discrimination

We will actively outlaw any negatively discriminatory behaviour by staff and others and seek to take action against anyone responsible for discrimination.

d. To support service users to celebrate diversity

We will help service users to celebrate events, anniversaries and festivals, which are important to them.

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Part 3 (i)

Locations, and

- **the people who use the service there**
- **their service types**
- **their regulated activity**

This information is for location 1 of a total of 2 locations

Serendipity Healthcare Ltd

Unit 5 Millennium Way,

Dunston,

Chesterfield,

Derbyshire,

S41 8ND

Business telephone: 01246 260843

Electronic mail (email): care@serendipityhealthcare.co.uk

Description of the location:

The building is located on an office development site, with on-site security at night. Private and public parking is available. Ground floor level access where required. Ground floor windows are barred. Secure intercom entry and alarmed. There are multiple rooms including training facilities, private meeting rooms, and secure server room with authorised only access. Kitchen and welfare facilities and staff rest area.

High speed broadband connection and on-site server with off-site back-up facility.

No care is delivered on site.

Staffing

Director - Sarah Pickles

Qualifications: Registered General Nurse, NVQ Level 5 in Learning & Development, NVQ Level 5 in Management, A1 and V1, PTLLS

Registered manager – Victoria Lowe

Qualifications: NVQ Level 3 in Health & Social Care, NVQ in Team Leading, Working toward Level 5 Diploma in Management in Health and Social Care

The Site is also staffed by:

Team Leaders

HR Manager

HR Assistants

Rota Co-ordinator

Care Administrator


Lead Trainer

Receptionist

Business Manager

Accounts Manager

Accounts Assistants

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The organisation's care workers

We recognise that for most service users the most important people in our organisation are the care and support workers with whom service users will have regular contact. We take great care in recruiting, training and supervising our staff.

Our, staff, have a wide range of qualifications in:

- Intermediate and Advanced Diploma in Health & Social Care
- Dementia Awareness
- Moving & Positioning
- Food Hygiene
- Emergency First Aid
- Safeguarding of Adults
- Health & Safety
- Infection Control
- Mental Capacity

CQC Service User Bands

The people that will use this location:

Adults aged 18-65

Adults aged 65+

Mental health

Sensory impairment


Physical disability

Dementia

The CQC service type provided at this location is: Domiciliary Care Service (DCC)

Regulated activity carried on at this location is: Personal Care

The Registered Manager for this regulated activity is: Victoria Lowe

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We recognise that for most service users the most important people in our organisation are the care and support workers with whom service users will have regular contact. We take great care in recruiting, training and supervising our staff.

Our, staff, have a wide range of qualifications in:

- Intermediate and Advanced Diploma in Health & Social Care
- Administration medications
- Dementia Awareness
- Moving & Positioning
- Food Hygiene
- Emergency First Aid
- Safeguarding of Adults
- Health & Safety
- Infection Control
- Mental Capacity
- Deprivation of Liberty Safeguards
- Tissue Viability
- Fire Safety
- Continence and catheter care

CQC Service User Bands

The people that will use this location:

Adults aged 18-65

Adults aged 65+

Mental health

Sensory impairment


Physical disability

Dementia

The CQC service type provided at this location is: Domiciliary Care Service (DCC)

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Registered Manager's details

Manager's full name: Victoria Joyce Lowe

Manager's contact details:

Serendipity Healthcare Ltd

Unit 5 Millennium Way,

Dunston,

Chesterfield,

Derbyshire,

S41 8ND

Business telephone: 01246 260843

Electronic mail (email): manager@serendipityhealthcare.co.uk

Locations managed by the above Registered Manager:

Serendipity Healthcare Ltd - 100% of time spent at this location

Regulated activities managed by this manager: Personal Care

Locations, regulated activities and job shares

The service provision of Serendipity Healthcare across both branches is already in place and is currently managed from our main location in Chesterfield. The company is in the process of adding a new location which will mean we have a team of staff, Coordinators and an Area Manager that are based locally to our provision in the area, giving staff members, service users, family members and commissioners a local point of access, provisions and support.

The full-time Registered Manager will be based primarily at our existing location, with an Area Manager at the new location responsible for day to day decisions, supported by the Registered Manager. The Area Manager has 20 years' experience in the care sector and will be Registered once the location is established. The Area Manager will report directly to the Registered Manager and be supported through daily contact and regular meetings; the new location is only 17 miles from our current base.

SIGNED



S.L.Pickles

Director

20th December 2022